

IBMhq Test Case Execution Report

Test Case Name:Close Incident - 1

Requirement Name: CX

Execution Start Time:2020-08-10 13-33-38

TOTAL STEPS	STEPS PASSED	STEPS FAILED	OVERALL STATUS	DEFECT LIST
8	7	1	Fail	5

Step No:1

Step Description: Click on Navigation Menu

Expected Result: Click on Navigation Menu

Actual Result: The Element: ClickIncidentsMenu is clicked

Status: Pass

The screenshot displays the Oracle Service Cloud user interface. At the top, the Oracle logo and 'Service Cloud' text are visible. A navigation sidebar on the left lists options: Home, Analytics, Incidents, Contacts, Organizations, and Tasks. The 'Incidents' section is active, showing a list of incidents with columns for Details, Time Billed, Tasks, Organization, Web Visit, Attachments, and Audit Log. Below the list, there are input fields for Status (set to 'Open'), Assigned (set to 'Agent Access > Sys Agent'), Disposition (set to '[No Value]'), Contact (set to '[No Value]'), Organization Name, Product (set to '[No Value]'), and Category (set to '[No Value]').

Step No:2

Step Description: Click on Incidents

Expected Result: Click on Incidents

Actual Result: The Element: IncidentsMain is clicked

Status: Pass

The screenshot displays the Oracle Service Cloud user interface. On the left, a 'Navigation' sidebar is open, showing a list of menu items: Home, Analytics, Incidents (highlighted with a triangle icon), My Inbox, Incidents, Queues, My Incidents, Contacts, Organizations, and Tasks. The main content area on the right shows a header with the Oracle logo and 'Service Cloud' text. Below the header, there are tabs for 'Details', 'Time Billed', 'Tasks', 'Organization', 'Web Visit', 'Attachments', and 'Audit Log'. The 'Details' tab is active, displaying a form with fields for 'Contact' (set to '[No Value]'), 'Organization Name', 'Product' (set to '[No Value]'), and 'Category' (set to '[No Value]'). A search bar with a magnifying glass icon is visible in the top right corner. The bottom of the page shows a large empty white box.

Step No:3

Step Description: Click on Search

Expected Result: Search the incident

Actual Result: null

Status: Fail

The screenshot displays the Oracle Service Cloud user interface. At the top, the Oracle logo and 'Service Cloud' text are visible. A search bar labeled 'Reference #' is present. Below the header, a navigation bar includes tabs for 'Summary', 'Messages', 'Contacts', 'Details', 'Time Billed', 'Tasks', 'Organization', 'Web Visit', 'Attachments', and 'Audit Log'. The 'Summary' tab is active. The main content area shows a form with the following fields:

- Subject: Dear Customer Service ,ab92547 product is not functioning properly need help?
- Reference #: 200810-000004
- Status: Open
- Assigned: Agent Access > Sys Agent
- Disposition: [No Value]
- Contact: Contact Last Name... (dropdown menu is open)
- Organization Name: (empty)
- Product: Adam Smit
- Category: Adam13 Smit13, Adam14 Smit14, Adam14 Smit14

The 'Contact' dropdown menu is open, showing a search bar with the text 'Press Enter to search.' and a list of recent contacts: Adam Smit, Adam13 Smit13, Adam14 Smit14, and Adam14 Smit14.

